



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Tennessee

- **22 Tennessee applicants for the Baldridge Award (2005–2015)**
- **4 Tennessee award applicants in 2013 represent 11,816 jobs, 36 work locations, \$811 million in revenues/budgets, and over 19 million customers served.**
- **8 Baldridge examiners from Tennessee volunteered over \$121,000 in services in 2015.**

Tennessee National Role Models

Caterpillar Financial Services, service, 2003
Pal's Sudden Service, small business, 2001

Eastman Chemical Company, manufacturing, 1993
Federal Express Corporation, service, 1990

Tennessee Center for Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. At its core, the nonprofit Tennessee Center for Performance Excellence (TNCPE; <http://www.tncpe.org/>) is an economic development organization. Using the framework of an awards program, TNCPE fulfills its mission to drive organizational excellence in Tennessee by providing in-depth, low-cost assessments of regional organizations using the Baldridge Excellence Framework. Through a methodology based on the Baldridge Performance Excellence Program, organizations receive detailed feedback that they use to improve their processes and results. As organizations grow and improve, their communities benefit from increased revenue and job opportunities, as well as better education, government, and health care services.

2015 Tennessee Award for Performance Excellence Winners

Pal's Business Excellence Institute (Excellence)
Griffin Mechanical, LLC (Achievement)
NHC South Central Region (Achievement)
Sullivan County Regional Health Department (Achievement)
Carter County Health Department (Commitment)
EnableComp (Commitment)
Grundy County Health Department (Commitment)
La-Z-Boy Tennessee (Commitment)
Meharry Medical College—Division of Student & Faculty Affairs (Commitment)
NHC HealthCare, Farragut (Commitment)

NHC HealthCare, Fort Sanders (Commitment)
NHC HealthCare, Springfield (Commitment)
Roane and Morgan County Health Department District (Commitment)
Sevier County Health Department (Commitment)
Tennessee Department of Children's Services (Commitment)
Tennessee Valley Authority Financial Services (Commitment)
Upper Cumberland Regional Health Office (Commitment)
Wayne County Health Department (Commitment)
26 Interest awards

Success Story



Pal's Business Excellence Institute (BEI) was created after Pal's Sudden Service, a restaurant chain with 28 locations in east Tennessee and southwest Virginia, received the Malcolm Baldrige National Quality Award in 2001. All Baldrige winners are required to share their secrets of success with other businesses, inspiring Pal's President and CEO Thom Crosby and David McClaskey to co-found Pal's BEI. Pal's BEI trains more than 3,500 leaders per year from all types of organizations. There, participants learn the award-winning management principles and practices of Pal's Sudden Service and other world-class models of performance excellence. Exhibiting best-in-class, customer-focused processes that serve as role models for others, Pal's BEI has demonstrated management excellence and superior results, and continues to improve and build on these outstanding results and systems.

AHCA/NCAL National Quality Award Winners in Tennessee

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Program.

Beverly Park Place Health and Rehab (2015, Silver)
Grace Healthcare of Whites Creek (2015, Silver)
Bright Glade Health and Rehabilitation (2015, Bronze)
Christian Care Center of Cheatham County (2015, Bronze)
Christian Care Center of Johnson City, Inc. (2015, Bronze)
Christian Care Center of Springfield, LLC (2015, Bronze)
Grace Healthcare of Cordova (2015, Bronze)
Grace Healthcare of Franklin (2015, Bronze)
Harbert Hills Academy Nursing Home (2015, Bronze)
Hardin Medical Center Health & Rehab. (2015, Bronze)
Henderson Health and Rehabilitation (2015, Bronze)
Henry County Healthcare Center (2015, Bronze)
The Heritage Center (2015, Bronze)
Horizon Health and Rehab (2015, Bronze)

Ivy Hall Nursing Home (2015, Bronze)
Lauderdale Community Living Center (2015, Bronze)
Laurelwood Health Care (2015, Bronze)
Life Care Center of Centerville (2015, Bronze)
Life Care Center of Copper Basin (2015, Bronze)
Lynchburg Nursing Center (2015, Bronze)
Midsouth Health and Rehabilitation (2015, Bronze)
The Pavilion (2015, Bronze)
Shannondale Health Care Center (2015, Bronze)
Sweetwater Nursing & Rehab. Center (2015, Bronze)
Vanco Health Care & Rehabilitation (2015, Bronze)
Weakley County Nursing Home (2015, Bronze)
Woodcrest at Blakeford (2015, Bronze)
Waynesboro Health & Rehab. Center (2015, Bronze)

Robert W. Carey Performance Excellence Award Winner in Tennessee

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Criteria for Performance Excellence.

James H. Quillen VA Medical Center (Trophy, 2012; Performance Excellence, 2011)